

Product Number: 2432.02.09

TOWER LABOR

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The Department of Technology Services (DTS) manages State owned or leased facilities for more than 50 communication sites, most of which are located on remote mountain tops. Each site includes communication towers on which various two-way radio and microwave antennas are mounted. DTS technicians build and maintain these towers and the equipment installed on them.

FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Tower Construction	DTS develops and builds communications sites. This includes construction and maintenance of communications towers.
Communications Antennas	DTS installs microwave, two-way radio, paging, mobile data and other communications equipment on State owned or leased communication towers throughout the State.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Tower Labor	Install and maintain communication equipment.	\$100.00/hour

Note: The cost for tower use and rack space is negotiated at the time the agency or customer makes the request.

ORDERING AND PROVISIONING

Customers may contact the DTS Network Specialist directly or, they may contact the DTS Customer Support Center to request services.

Tower Network Specialist (801)965-4537

Front Office (801)965-4535

DTS Customer Support Center (801)538-3440 or (800)678-3440.

DTS RESPONSIBILITIES

Troubleshoot and diagnose problems, make adjustments, repairs, and or perform preventive maintenance on communication equipment.

Maintain adequate parts supply to provide a maximum repair turn around of no more than 5 business days.

AGENCY RESPONSIBILITIES

Notify the DTS Customer Support Center of any problems by calling (801)538 3440 or (800)678 3440.

Review billing to ensure accuracy. Any discrepancies must be discussed with DTS Billing within 30 days. Please contact the DTS Customer Support Center at (801)538-3440 or (800)678-3440.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied